



# Back in BUSINESS TOOLKIT





# PLANNING A SAFE RE-OPENING

**A Reopening Plan should be posted in your business and here's the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:**

- **Wearing Face Masks and proper usage.** (Recommended, not required) Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.
- **Taking Employee Body Temps.** (Recommended, not required) We recommend Employees take their temperature before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. (CDC considers 100.4°F a fever). Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures.
- **Symptom Monitoring.** Ask Employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell.
- **Disinfecting Plan.** Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, and other work equipment.

## **Customer Contact Recommendations:**

- Sanitize hands after physical interaction with a customer or any monetary exchange.
- Sanitize any areas that a customer has touched at a service counter before interacting with the next
- customer.

## **Disinfecting Solutions:**

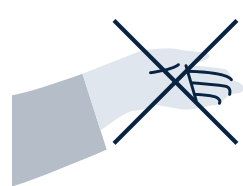
- To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
- Alcohol solutions with at least 70% isopropyl alcohol may also be used
- Any commercial disinfecting product labeled to kill coronavirus can be used
- Read labels carefully and research before mixing chemicals.
- **Physical Distancing Plan.**
  - (Recommended) All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
  - (Recommended) Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
  - (Recommended) Order areas are separated from Pick up areas to prevent customers from gathering.
  - (Recommended) Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).

**Crowd Control.** Plan on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase the county is in and cannot exceed your business maximum occupancy given physical distancing measures (think about if everyone was standing 6-feet apart, how many customers could there possibly be?). (Stay tuned for County exemption request update to state).

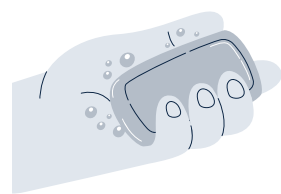
- **Employee Training & Test Runs.** (Recommended) Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.

# Keep Our Workplace Safe!

## Practice good hygiene



Stop hand shakes and use **non-contact greeting methods**



Clean hands at the door and schedule **regular hand washing** reminders



**Disinfect surfaces** like doorknobs, tables, and desks regularly



**Avoid touching your face** and cover your coughs and sneezes



**Increase ventilation** by opening windows or adjusting air conditioning

## Limit meetings and non-essential travels

Use **video conferencing** instead of face-to-face meetings

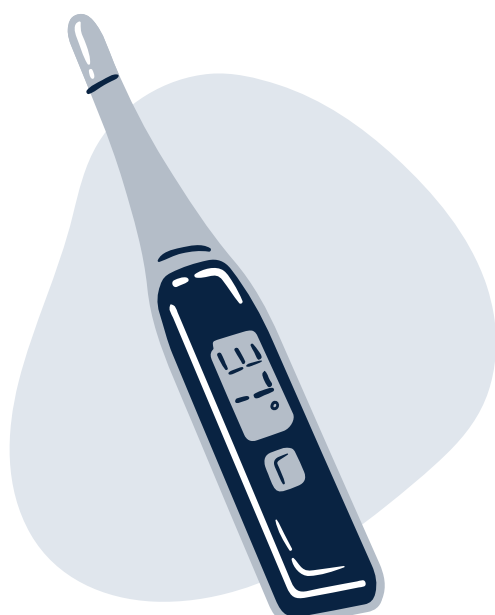
When video calls are not possible, hold your meetings in **well-ventilated rooms and spaces**

**Suspend all non-essential travels** and trips



## Stay home if...

- You are **feeling sick**
- You have a **sick family member** at home



SOURCE: CDC.GOV



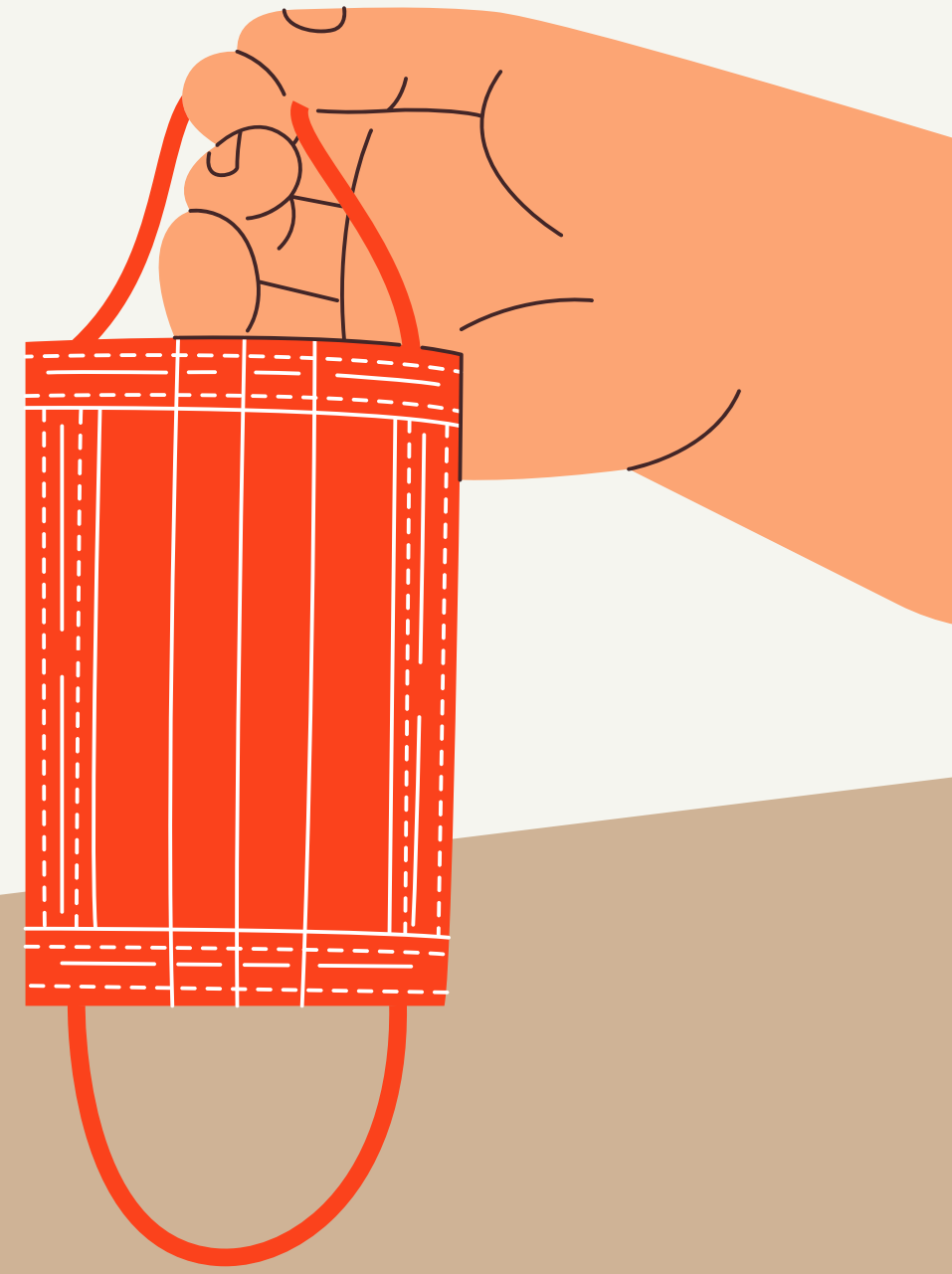
## Take care of your emotional and mental well-being

Outbreaks are a stressful and anxious time for everyone. We're here to support you! Reach out to [hr@reallygreatsite.com](mailto:hr@reallygreatsite.com) anytime.

#StopTheSpread

# How to use a mask?

Source: World Health Organization



## Before Putting on a Mask:

**Clean hands** with **alcohol-based hand rub** or **soap and water**.



## While Wearing a Mask:

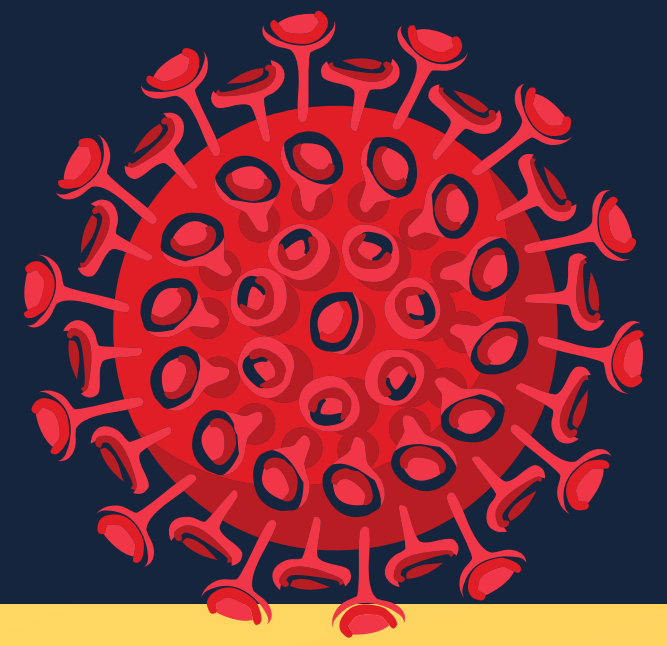
1. **Cover your mouth and nose.** Make sure there are no gaps between your face and the mask.
2. **Avoid touching the mask.** If you do, clean your hands with alcohol-based hand rub or soap and water.
3. Replace the mask with a new one as soon as it is damp. **Do not re-use single-use masks.**



## To dispose of the mask:

1. Remove the mask from behind using the strings. **Do not touch the front of mask.**
2. Discard the mask **immediately** in a closed bin.
3. **Clean hands** with **alcohol-based hand rub** or **soap and water**.

# COVID-19 NOTICE



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Has a COVID-19 Business Plan in place

- Disinfection and sanitation plan
- Physical distancing measures
- Personal protective gear (face masks, gloves & barriers)
- Employee Training on COVID-19 plan
- Temperature and symptom check on employees

Maximum Occupancy 

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We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated.

**PLEASE ENTER AT YOUR OWN RISK.**

**DO YOUR PART PLEASE:**

- Limit Groups
- Do not enter if you feel sick
- A face-covering is strongly recommended
- Maintain a distance of 6 feet between people
- Leave at-risk people at home when possible





We are limiting store  
occupancy to

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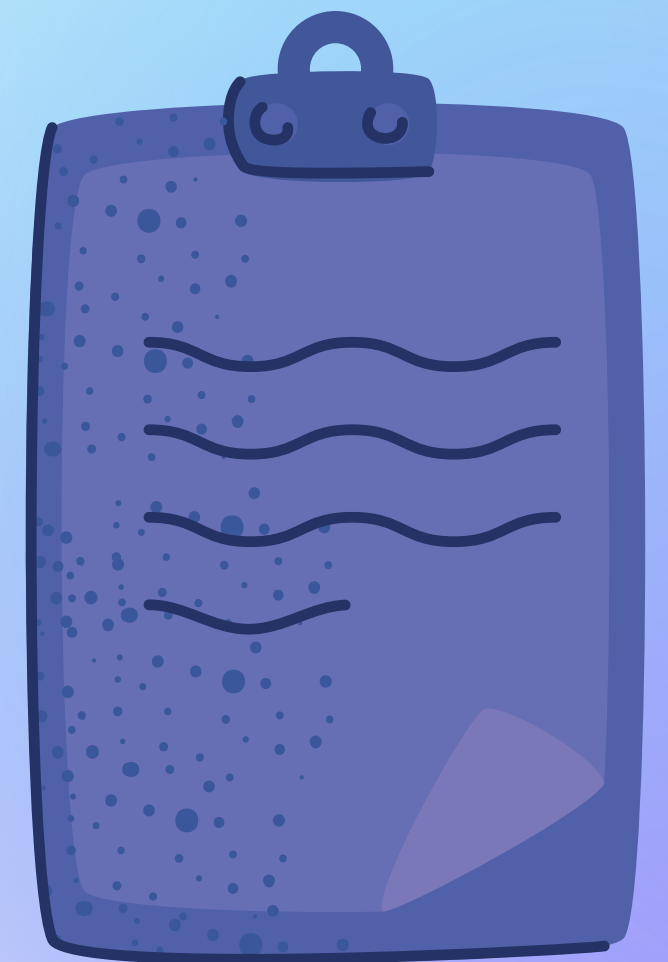
people at a time

*Thank you for understanding!*

SOURCE: WORLD HEALTH ORGANIZATION

# Coronavirus symptoms

THE FOLLOWING SYMPTOMS MAY APPEAR  
2-14 DAYS AFTER EXPOSURE.



- Fever
- Cough
- Shortness of breath and fatigue
- These symptoms are usually mild and begin gradually.
- Seek medical advice if you develop symptoms, have been in close contact with a person known to have Covid-19 or live in an area with an on-going spread.

Call DOH hotline (02) 8-651-7800 loc 1149-1150  
for appropriate management and referral.

SOURCE: WHO, CDC | #STOPTHESPREAD

# Ways to Prepare to Re-OPEN

*Simple steps to prepare businesses to open their doors after COVID-19 Its time to come back better than ever.*



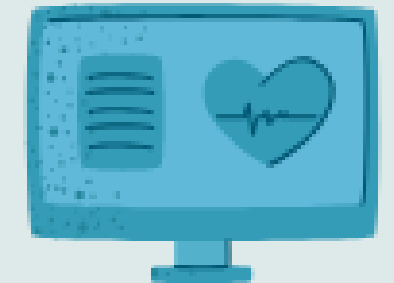
## BUILD A COVID-19 PLAN

Prepare a plan of action. This plan will later be used in marketing efforts to show your customers that you care. Call it your COVID-19 Safety Plan. Include cleaning and sanitizing schedules, new protocols, safety procedures, social distancing, and options that include both indoor shopping and curbside. Be sure to continue reaching consumers virtually with Facebook Live, videos, webinars, photo updates, and more.



## MARKET YOUR PLAN

As businesses begin to reopen, consumers will look for those locations who have clearly marketed their COVID-19 Safety Plan. Big franchises, as well as other small businesses who have already remained open, have executed this very well and for some it has even increased their business. When you begin to market that you're back open, follow it up with your new plan. Consumers will notice and make sure they are entering a safe environment.



## SOCIAL DISTANCING

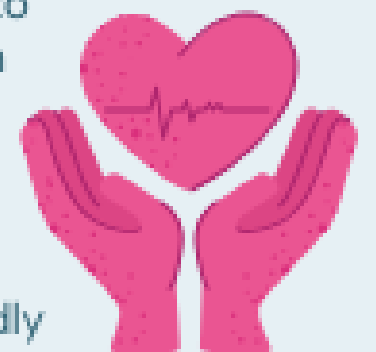
By now, you've been to a store that has stickers on the floor showing you where to stand, saw the signs that limit the number of entrants, noticed some doors are marked entry and some exit, workers are using gloves and have on face masks, and you've even seen plastic shields in front of the counters. You need to consider similar procedures. Start gathering necessary supplies and signage to accommodate your COVID-19 plan.



## RESPECT THE PROCESS

This process of re-opening will constantly adjust as our leaders evaluate the current environment. Just as many people who are ready for business to be open as usual, there are others who will remain overly cautious for quite some time. If you cater your plan to the cautious, consumers will be more open and respect those procedures.

The lack of a COVID-19 Safety Plan will undoubtedly lose some consumers. The faster you adhere to the safety protocols, the faster you will get back to business as usual.



## CLEANING SCHEDULE

Consumers will notice if your store is clean, Organized, and safe to enter. Make sure you are rebuilding your cleaning plan and have all the necessary items needed to do so. Build a new schedule and add it to your daily calendar.

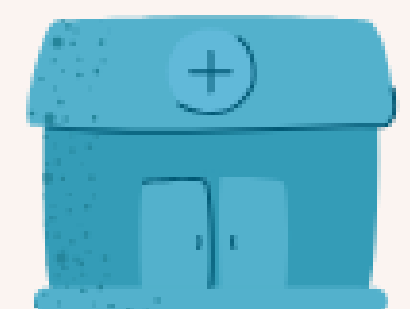
Make sure your staff is fully aware of the new procedures - have staff meetings before re-opening to go over your plan. Build in inspection times and checklists for quality control.



## CALL THE CHAMBER

The Richmond County Chamber of Commerce is here to answer any questions you have, help promote your business or help connect you to the right resources. Contact the Chamber today!

910-895-9058  
[info@richmondcountychamber.com](mailto:info@richmondcountychamber.com)



*Back to Business*  
CONNECT-PROMOTE-GROW

Richmond County  
**CHAMBER**  
of COMMERCE



# STAY 6FT APART



Please  
maintain  
social  
distancing



SOURCE: WORLD HEALTH ORGANIZATION

# LOCAL, STATE & FEDERAL LINKS

Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces,  
Businesses, Schools, and Homes

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

The NC Governor's Office

<https://www.nc.gov/covid19>

Dept of Labor - Coronavirus Resource:

<https://www.dol.gov/coronavirus>

US Chamber of Commerce - COVID:

<https://www.uschamber.com/coronavirus>

NC Chamber

<https://ncchamber.com/coronavirus-resource-guide-nc-business/>

OSHA Guide:

<https://www.osha.gov/Publications/OSHA3990.pdf>

ADA Guide: [https://www.ada.gov/emerg\\_prep.html](https://www.ada.gov/emerg_prep.html)

Families First Coronavirus Act:

<https://www.dol.gov/agencies/whd/pandemic/ffcra-employerpaid-leave>

CDC Business Resources:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Filing Unemployment:

<https://des.nc.gov/need-help/covid-19-nc-unemployment-insurance-information>

SBA (Small Business Association) - EIDL & PPP Loans:

<https://www.sba.gov/>

Richmond County Health and Human Services

<https://www.richmondnc.com/168/Health-and-Human-Services>